

MUNI MEMO TO YOU

ADEQUACY OF SERVICE — DELAYS — PASSING UP PATRONS

About seven of the more than 650,000 passengers transported by the Muni on a typical weekday take the time to record a report on deficiencies they deem to exist. Percentage-wise this may be an infinitesimal number, but every such report whether pertaining to personnel or service is given prompt and careful attention.

ADEQUACY OF SERVICE

Quite typical is the lady who writes "The service is excellent on the 'X' and 'Y' lines. There are several cars or coaches on these lines to one on my line. Why, the other day I waited 10 minutes before my 'Z' coach came along — and then it was so loaded it did not even stop."

She may be correct on all counts. But the situation may also be similar to the old story about the white horses eating more than the black horses. This didn't make much sense until it was found that there were more white horses than black horses.



Similarly, Muni service is not divided equally between the various lines. Rather it is apportioned in accordance with passenger loads at "maximum load points" on each line, and particularly during peak periods. Very logically this is as it should be. Every effort is made, however, to apply uniform standards as to the average load per car or coach in scheduling service to the various lines — and to the extent that is reasonably possible.

DELAYS

Now, how about waiting 10 minutes for "that coach on my line" on a particular day when the scheduled spacing may be 5 minutes?

Regrettably, delays do occur. Occasionally a trip may be missed for reasons beyond immediate control.

In any case, if there is a 10 minute spacing during periods of heavy travel when 5 minute service is scheduled, it is obvious that the first car or coach cannot ac-



32 YEARS OF SERVICE AND COURTESY

Curtis E. Green, 39 (left) and George J. Martensen, 36 (right) have, between them, given over 32 years of service to their

friends and passengers on at least a half-dozen lines of the Municipal Railway. Green, 144th "Muni Man of the Month", with the Muni since 1945, is an operator on the No. 19-Polk line. He has added 11 Safe Driving Awards and 10 consecutive years of accident free bus operation to his personnel record.

George Martensen, 145th "Muni Man" has been with the Railway for 14 years, an operator on the No. 38-Geary line for the past four and has also compiled a record of 10 consecutive years of accident free operation. He is a five-time runner up in the "Muni Man" contest.

commodate the "double" load which has accumulated at the various stops in the interim. If the delay is more severe, it may result in a condition where more than one or two consecutive cars or coaches may not have sufficient room to pick up all passengers.

PASSING UP PATRONS

Operators are not permitted to pass up patrons arbitrarily. There are instances, however, such as the delay just described, where the service can be expedited in the interest of the majority by "alternating" stops, providing other cars or coaches are following within a short distance, furnishing the same type of service and bound for the same or a more distant terminal over the identical route.

"MOVE TO THE REAR, PLEASE"

Under conditions of heavy travel, operators are required to urge patrons to "move to the rear, please" so as to promptly accommodate as many patrons as is consistent with safe operation. Your cooperation in that respect is solicited and will assist you and others to reach your destinations more quickly.

LINE 37

New Diamond Heights Service — Change in Glenview Loop

Residents in the Diamond Heights, Glenview and Portola areas are now afforded more convenient public transit service due to an additional coach being assigned to the No. 37-Corbett line.

Weekdays, coaches operate between 6:49 a.m. and 6:20 p.m. alternately between Glenview & Portola and 17th & Market and Diamond Heights and 17th & Market. This provides a 30-minute service from Diamond Heights and Glenview & Portola to 17th and Market, and a 15-minute service between Clipper & Portola and 17th and Market until approximately 6:20 p.m.

WINNERS ON THE NO. 14 AND NO. 36 LINES

Edmond G. Moren, 146th "Muni Man" is one operator who apparently can't get enough driving during the week so he bundles his wife and two daughters in the family car and explores the bay area on weekends. Moren, 38, is usually found on the No. 14-Mission line and has earned 10 consecutive yearly Safety Awards.

A 63-year-old grandfather who knows most of his passengers in Midtown Terrace by their first names is the 147th "Muni Man". He is Harold C. Kneis who has been with the Railway for 10 years, currently an operator on the No. 36 line and, according to his passengers "— always manages a smile and a hello when we board in the morning."



After 6:30 p.m., on weekdays, and all day Saturdays, Sundays and holidays, the coach assigned to the No. 37 line is scheduled on an alternate trip basis on a 30-minute headway east of Clipper & Portola and a 60-minute headway between Clipper & Portola and the outer terminals.

As a related change, the No. 37 line coaches to the present "Glenview & Portola" terminal will be rerouted outbound from the intersection of Burnett, Clipper & Portola in order to loop via Portola, Burnett, Dawnview and Glenview to the existing terminal on Glenview at Portola and thence inbound via the present route.

COMMENDATIONS

Lest we forget, favorable reports about Muni personnel and services outnumber those involving deficiencies by a considerable margin. Comments from patrons are always appreciated in either category.

SAN FRANCISCO'S PRODUCE TERMINAL OPENS

After 25 years of trial and error, hope and despair, San Francisco has finally brought into being a splendid, new wholesale Produce Terminal in the Islais Creek District.

On a 25-acre site, 11 modern buildings designed to receive and distribute fresh produce from all over the nation and to distribute it throughout the West, as well as to the Orient and Europe, were constructed as part of the city's huge redevelopment program.

Removed from its historic Embarcadero District home of over a hundred years, it makes way for the multi-million dollar modern Golden Gateway skyscraper development and, at the same time, redevelops a blighted war surplus area to become the core of the new wholesale district which expects to expand into various industries.



Aerial view of the architect's original mock-up of the San Francisco Produce Terminal, showing its four principal market buildings and the Bank of America building in the foreground.

Considered to be one of the most efficient, hygienic and convenient (for all forms of commercial traffic) produce markets in the world, the Terminal can be reached by several lines of the Municipal Railway.

Southbound on the No. 15-Third Street line, patrons may alight at Innes and walk over to Jerrold to Rankin. Northbound on the No. 15, alight at Kirkwood and walk over Jerrold to Rankin.

Southbound on the No. 25-Bryant, alight at Oakdale, walk to Toland and over to Jerrold. Northbound on the No. 25, alight at Jerrold and walk to the Terminal entrance at Toland.

MUNI MEMO TO YOU — No. 15
NOVEMBER-DECEMBER, 1963



Nws-F06-15